

Meeting Minutes
E-911 REGIONAL ADVISORY GOVERNING BOARD
October 13, 2021

GENERAL MEETING: *Commenced at 09:00 am & concluded at 10:27 am*

Present:

RAGB Members: Kevin Lovell (Chair), Dave Schlaegel, Samantha Stottlemire, Lauren Truscott, Heather Volpe, Bill Hamilton, Jennifer Crippen, Heather Anderson, Sheryl Mullen,

Program Office Staff: Bob Potts, Ben Breier, Deb Flewelling, Beth Knieps, Bryan Karol, Jami Hoppen, Amber Thompson

Guests: Chris Lombard (Sea CSCC), Vonnie Mayer (VCC), Cecelia See (WSP), Monica Burke (KCSO), Tricia Bellizzi (Issaquah PD)

WELCOME & INTRODUCTORY-Kevin Lovell

Participants and guest introductions

Rollcall taken; quorum reached at 9:05 am

Public Comment-no comments

Approval of Minutes from 8-11-21 by consensus

PROGRAM MANAGER UPDATE-Ben Breier

Staffing Update

- Government Relations & Outreach Manager Deb Flewelling is scheduled to retire the first of the year. Jami Hoppen has joined the E911 Program Office and comes as a seasoned employee from NORCOM. The plan is to have Deb mentor her over the next several months. One on one meetings with PSAP directors will continue over the next several weeks for introductions and to discuss current PSAP challenges.

Platform Modernization Update-Ben Breier

- The Platform Modernization contract has not been signed.
 - The King County Prosecuting Attorney's Office offered various provisions pertaining to the Platform Modernization Contract which are being negotiated with the vendor and then incorporated into the contract.
 - Updates on the Platform Modernization contract will be shared with RAGB members as implementation efforts progress.
 - Once the contract is finalized, an informational presentation on the details, implementation requirements and process will be made at the following RAGB meeting.
 - Financial costs will be distributed once the contract is finalized.
 - There have been no material cost modifications to the contract since the RAGB briefing in June.

FINANCE MANAGER UPDATE -Bryan Karol

Financials Update

- Revenue continues to trend up and revenue growth continues to be positive.
 - Revenue is \$1 Million higher than budgeted and \$325,000 higher than the same period last year.

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- Expenses are better than budgeted by \$7 Million primarily due to the platform project.
- Funds will be moved from the Operating Fund to the Capital Fund once the contract is signed.
- The deadline for PSAPs to make reimbursement requests is October 15, 2021.
- Requests for changes to the funding policy were solicited, both in advance of and during the meeting.

Capital Budget Planning

The budget process timeline for 2023-2024 is as follows:

- Continuous monitoring of the Strategic Plan touchpoints for RAGB and timeline requires progressive monitoring.
- The planning phase is scheduled for September through February.
 - King County agencies submit IT project concepts to KCIT and the Office of Performance, Strategy, and Budget (PSB).
 - All future projects will be discussed with RAGB.
 - There are no new capital projects for the coming biennium.
 - The appropriation of the capital budget for the Map Modernization Project has been rolled into the Platform Modernization Project.
- The proforma stage will begin in February and run through April.
 - Central Finance develops a baseline budget for operating expenses.
 - Financial forecasting on personnel costs, based on approved positions, is set.
 - Central Rates and excise tax revenues are established.
 - Forecasted financial data will be reviewed with RAGB.
- From April through July, the Agency (Program Office) proposes changes to the baseline budget to support and accomplish their goals and priorities.
 - Budget variances will be reviewed with RAGB members prior to submittal on July 1st
- PSB reviews agency budget submittals with the Executive from July through September.
- The budget book is created and submitted to Council.
- Council reviews, modifies if necessary, and adopts the budget between September and November.

Funding Policy Update

- Requests for changes to the funding policy were solicited, both in advance and during the meeting.
 - No changes were proposed at RAGB, but future proposals are welcome.

Next Steps

- The escrow distribution amounts for the 2023-2024 biennium will be discussed during the agency's proposed timeline.

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GOVERNMENT RELATIONS & OUTREACH UPDATE-Deb Flewelling & Jami Hoppen

PSAP Contract Update

- A fully signed PSAP ILA has been returned by 11 PSAPs.
- PSAP partners need contributors for the next newsletter.
 - Thank you to the previous newsletter contributors: The Port of Seattle, Issaquah PD, WSP, Seattle Fire, and Bothell PD.
- The content and design of future newsletters will change in the first quarter of 2022.
- An additional informational/technical newsletter will be created and distributed monthly, in an effort to increase awareness, acceptance, and knowledge of the Platform Modernization Project. The timeframe for distribution has yet to be determined.
 - Content will include but not limited to historical review, highlights of the new system features, schedule & timelines, and perhaps training videos.
 - The target audience is the PSAP community and those who interact with the 911 telephone system.
 - This newsletter will be distributed via email and can be found on the KCE911 website.
 - Request for PSAPs to create and submit an email list of their teams to the E911 Program Office. For data gathering, they would prefer to have actual individual emails and not a distribution list.

Current PSAP Challenges

In alignment with the Strategic Objectives for Public Education and Outreach, the remainder of this year's events will focus on supporting the PSAPs with recruitment, hiring and retention.

- Recent conversations between PSAP and public safety telecommunicator hiring and retention needs identified areas of concern, including how to reduce barriers for potential applicants. The following ideas were shared with the goal of developing consistent hiring processes that result in sustained staffing.
 - Implementing signing bonuses for new hires.
 - Do Critical testing to help identify professional competencies.
 - Consider changes to the marijuana use timeframe prior to employment.
 - Providing Public Safety Testing in house to waive the application fees.
 - Create recruitment and retention videos.
 - Commitment and care of current employees with retention bonuses.
 - Negotiate with labor unions on pay increases to retain current staff.
- The E911 Program Office has staffing and funding resources that can help in these efforts, including:
 - Create effective regional recruitment and retention videos.
 - Develop and participate in a Task Force to identify actionable changes.
 - Host an "instant connect" with a Facebook Live Q&A with dispatchers.

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- Develop and purchase iHeart digital and audio advertising to target specific areas.
- Increase digital advertising strategies to include buses and movie theaters.

Next Steps

- Create the Recruiting, Hiring and Retention Task Force
- Develop thoughts and ideas that can be quickly instituted for King County PSAPs and act on them.

Public Education Outreach

- The National Association of Telecommunications Officers & Advisors (NATOA) awarded KCIT, KCIV & E911 Program Office the 2021 Award of Excellence for Emery's Birthday Party.
- Multiple events have occurred throughout the summer, including the King County Fair, Farmers' Markets' and National Night Out events.
- Fourth quarter events will be limited to holiday events to focus on the Task Force efforts identified above.

PROJECT UPDATES -Beth Knieps

Quarterly Update

- The technical team and operations team have concluded their second meeting of the year, on September 16, 2021.
 - The platform architecture and status of the Intrado VIPER call 911 handling software updates were discussed.
 - The latest VIPER update has been applied at the Test PSAP and is undergoing testing. Critical errors were identified and Lumen/Intrado are working to resolve them.
 - The current PSAP VIPER software platform is on a stable revision level, requiring no further revisions currently. Future releases will be carefully reviewed for content and impact prior to deciding to update.
- An annual review of the policy routing function (PRF) is underway for each PSAP.
 - The technical team will be working with each PSAP, reviewing the rules, setup, options available, and training.
- The Comtech self-help web portal for PSAP call re-routes is again available.
 - Any PSAP that is interested will need to contact Comtech for training and access.
- A reminder that all PSAP reported Ali discrepancies and misroutes are investigated, and corrected, if necessary, in a timely manner.
- Following the migration of PowerMIS to ECaTS in 2019, the PowerMIS servers remained powered on and collecting data. At the end of 2021, these servers will stop collecting data, but will remain in place for historical reporting.

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- Z-Axis Data is starting to be provided by the carriers, although they are currently unable to validate the data collected.
 - The State 911 Operations Subcommittee is working towards commonality among the PSAPs for the ALI format.
 - Two PSAPs in the state are using the ALI format that transmits the Z-Axis data.
- The latest ESInet update includes the following:
 - Statewide transition from traditional MSAG to Geo-Spatial MSAG is set for November 3, 2021.
 - Current changes should not disrupt call routing, or the delivery of ALI to PSAPs.
 - No changes to the King County routing formula (5 wireless primary PSAPs) are being implemented.
- Snohomish County has implemented AT&T's location before route – AT&T's version of the technology that T-Mobile is currently utilizing in King County.
 - The technical team has been in contact with Snohomish County. They've shared their contacts to help King County in getting this implemented.
 - The quality of the routing will improve as well as direct routing the first time.

RECORDER UPDATE

- Analog position-based recording will be available on the new platform.
- PSAPs should be in communication with their recording vendor, to ensure the capabilities of IP-based recording.
- The E911 Program Office has discussed options with two outside vendors for a county-wide centralized logging recorder system.
 - The Program Office has submitted information to the vendors to put together preliminary designs and proposals.
 - The plan is to present the design during the February RAGB meeting with a preliminary report.
 - The preliminary report will include system capabilities and costs associated.
 - All 12 agency recorders would be replaced and integrated with PSERN.
 - If the county elects to move forward with a centralized recording system, a consultant will be hired to collect the requirements, and an RFP will be drafted outlining the county's intent.
 - The new E-911 Platform and PSERN will need to be fully implemented before a centralized recording system can be introduced.
 - The soonest a centralized logging recorder can be implemented is 2024-2025.

Next Steps

- The next Technical Operations meeting is scheduled for Wednesday, November 17.

FOR THE GOOD OF THE ORDER-Kevin Lovell

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Industry/Legislative Update-Deb Flewelling

- FCC 911 Fee Diversion Strike Force efforts concluded with several significant recommendations. The following are key findings, issues, and recommendations.
 - The date for the FCC to adopt or modify changes is undetermined.
 - 911 Fee Diversion requires direct enforcement action by the FCC with an escalation path including fines, FCC licensing enforcement actions, and criminal referrals.
 - State and local 911 authorities or agencies should be held accountable as individual actors. States should not be punished for the local governments nor local governments for the behavior of states.
- Fee Diversion requires refinement of 911 fees to directly support the 911 communication eco-system between entry points and first responders, which includes radios.
 - Stricter definitions can be applied by state and local jurisdictions defining what is eligible for 911 funding.
 - The allowable use of 911 fees based on current RCWs cannot be used for anything other than 911 equipment or the processing of 911 calls.
 - Based on the expanded list of allowable 911 fee activities, any grant that was previously restricted to land mobile radio systems and emergency communication systems should include PSAPs and ECCs as eligible grantees.
- HR 2760 Lift America Bill-The House Energy & Commerce Committee released its portion of the Budget Reconciliation Act.
 - Currently being considered by Congress in the coming weeks as the legislative process moves forward.
 - The bill has dropped from \$15 billion to \$10 billion for Next Generation 911. A strong push to get local congressional delegates to move the amount back to \$15 billion.
 - SECO is preparing talking points for the legislative congressional session.
- State 911 Advisory Committee Updates
 - APCO/NENA PGAC working group are focusing on impacts of the police reform on PSAPs and creating a legislative agenda.

Roundtable

- Real-time document collaboration
 - Each PSAP is required to review and approve agency RAGB contact information.
 - Bill Hamilton (NORCOM) shared information about growing community and political energy in King County for crisis and mental health responders which could affect 9-11- call taking and overall, 9-1-1 operations across the county.

Wrap Up:

- Deb & Jami will distribute an introduction email to RAGB members to develop a staffing task force.

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- Beth will distribute the Next Generation 911 Core Services (NGCS) self-help subscription information and requirements.

Next Meeting: December 8, 2021/9:00 am – 12:00 pm/Teams: 425-653-6586 Conference ID: 468742574#

Minutes completed: Amber Thompson, KC E911 Program Office

Minute Approved: